



Focus On:

Awards & Recognition

A Military Health System Fact Sheet

Revised Feb. 1999

National Awards

Award	Frequency	Criteria
Government Technology Leadership Award www.govexec.com/tech/award/	Annual Deadline: June	Original uses of technology that: ✓ Boost efficiency and effectiveness ✓ Lower costs ✓ Improve service to the public
Hammer Award www.npr.gov/library/awards/hammer/27b6.html	Throughout the year	✓ Putting customers first ✓ Cutting red tape ✓ Empowering employees ✓ Getting back to basics
Innovations in American Government ksgwww.harvard.edu/innovat/index.html	Annual Deadline: January	✓ Tap the creativity of employees via changes in work design and supervision ✓ Reshape organization culture to improve performance ✓ Implement policy innovation ✓ Exemplify multi-agency, intergovernmental or public/private collaboration ✓ Demonstrate effectiveness in performance-based management
President's Quality Award www.opm.gov/quality	Annual Deadline: October	✓ Leadership, strategic planning, customer focus, information and analysis, process management, human resources, process management, and business results
Public Service Excellence Awards adams.patriot.net/~perm ail/pseaapp.htm	Annual Deadline: January	✓ Increased quality of life for Americans ✓ More cost-effective government programs or services ✓ A substantial improvement in productivity or services
RIT/USA Today Quality Cup www.qualitycup.org	Annual Deadline: December	✓ Quality process ✓ Analysis ✓ Improvement in quality and customer satisfaction
Spirit of Innovation Award www.3m.com/healthcare/interhealth/soi.html	Even-numbered years	✓ <i>Innovative Delivery Practices:</i> Patient outcomes and community health ✓ <i>Innovative Business Practice:</i> Efficiency

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Quality Digest State Awards Directory

When planning a recognition strategy for your reengineering efforts, don't forget to include state and regional quality awards. Currently, 43 states offer awards, most of them based on the Baldrige criteria, which are:

- ✓ Leadership
- ✓ Information and Analysis
- ✓ Strategic Planning
- ✓ Human Resource
- ✓ Development and Management
- ✓ Process Management
- ✓ Organizational Performance Results
- ✓ Focus on and Satisfaction of Patients and Other Stake-holders

Point your favorite Web browser to the *Quality Digest* site (www.qualitydigest.com/html/state1.html) to learn how to apply for your state's quality award!





Patrick Pharmacy

Captures a Chief Of Staff Team Excellence Award (CSTEa)

The Pharmacy Customer Service Team from the 45th Medical Group, Patrick AFB, Fla., was one of the five recipients of the 1998 Air Force CSTEa.

The pharmacy is one of the busiest in the Military Health System with more than 70,000 monthly customer actions. Waits of over 25 minutes at prescription counters and traffic bottlenecks at the refill drive-through lane were normal.

Because of the team's improvements, the operation now consists of three mini-pharmacies and one express pharmacy. Customer waiting times have dropped to an average of five minutes at the express pharmacy and 12 minutes at the mini-pharmacies. The team saved more than \$1.2 million annually and made their prescription refills operating cost the lowest in the Air Force.

For more details on their innovations, "Go to Innovations & Initiatives" Ref. Nos. 98011, 98016 and 98017 on the HCR Web site!



Department of Defense & Service Awards

Award	Frequency	Criteria
Secretary of Defense Team Excellence Award web5.whs.osd.mil/sdteagd.htm	Annual	<ul style="list-style-type: none"> ✓ Organizational Approach ✓ Execution ✓ Results
Air Force Chief of Staff Team Excellence Award www.afcqm1.randolph.af.mil/cstea/index.html	Annual Deadline: June	<ul style="list-style-type: none"> ✓ Putting customers first, ✓ Cutting red tape ✓ Empowering employees ✓ Getting back to basics
Army Performance Improvement Criteria www.army.mil/DPR-PAGE/APIC/APIC98.html	Ongoing	<ul style="list-style-type: none"> ✓ Malcolm Baldrige National Quality Award Criteria: Leadership, strategic planning, customer focus, information and analysis, process management, human resources, process management, and business results

What Is MHS Reengineering?

The Military Health System (MHS) defines reengineering as, "A spectrum of activities from incremental or continuous improvement to radical transformation that critically rethinks and redesigns products and service processes to achieve mission performance gains." Reengineering improves quality of care and access to care, increases satisfaction of patients and staff, and decreases health care delivery costs.

What are fact sheets?

People in the MHS share their innovative programs with the Health Care Reengineering (HCR) Program by submitting initiatives. We then summarize selected initiatives and results in fact sheets. One goal is to give MHS staff a sampling of how reengineering can help them and their customers. Another is to encourage the MHS staff to look on the HCR Web site for more initiatives. This particular fact sheet's aim is to help you receive some well-deserved recognition for your innovative programs!

How can I get more information on initiatives and awards?

We post initiatives on our Web site. You can download the complete submission, which also contains contact information for the initiative submitter. After surfing to the Reengineering Program's home page, just "Go to Innovations & Initiatives," then follow the link to the "Abstracts." Initiatives are organized by category and reference number. We also list more awards for which military facilities qualify!

How can I share my initiatives?

Submissions from the field are critical to the success of the MHS, and everyone in the MHS is encouraged to participate. Initiatives can be submitted via the World Wide Web, fax, e-mail and regular mail.

How can I contact the HCR staff?

Web: www.tricare.osd.mil/hcr/

E-mail: mhshcr@tma.osd.mil

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